

**Coordinating Board for Higher Education  
April 8, 2004**

**Commissioner's Report  
Third Quarter, FY 2004**

**Execution and Implementation through Strategic Partnerships**

- Over the past six months, we have been shifting our efforts from a focus on policy research and development to execution and implementation.
- Both the research and development phase and our current implementation efforts require the active involvement of many other strategic partners, including both state, not-for-profit and private organizations.
- In order to achieve many of our desired outcomes, especially during tight budgetary times, it is important that we build upon such partnerships.

**Commission on the Future**

- As anticipated, we are finding that there is much common interest and commitment between the priorities of the Coordinating Board for Higher Education (CBHE), the Commission on the Future of Higher Education (COFHE), the Missouri Training and Employment Council (MTEC) State of the Workforce Report and efforts sponsored by the Department of Elementary and Secondary Education.
- We have expanded our interaction with agencies involved in education and training to ensure that we work together more effectively. Just last week Dr. Kent King, Commissioner of DESE, and I presented to the MTEC about the COFHE report and discussed how we might work together to implement some of the common recommendations of both reports. Several members were especially interested in the issue of increasing the rigor of the courses included in the state's core curriculum for high school graduation.
- Susanne Medley, our Director of Communications, is in the process of scheduling a meeting with the Public Information Officers at the Departments of Economic Development and Elementary and Secondary Education to ensure that we have a common message regarding the implementation of these plans and reports.

**Some of the main areas covered in the COFHE report include:**

**Governance**

- Follow-up to February work session

**Teacher Quality**

- Thanks to all of you who participated in the work session yesterday.
- Gaynor McCown of the Teaching Commission presented Teaching at Risk: A Call to Action.

### **Core Curriculum/DESE/MTEC**

- We are continuing discussions with DESE regarding core curriculum.
- DESE recently announced the creation of a TASK Force on the High School.
- The committee includes teachers, principals, counselors, school board members, superintendents, vocational school directors, and higher education officials along with representatives of business and labor groups. Other participants include the high school principals' association and the Missouri State High School Activities Association.
- Work is to be completed by March 2005.

### **Commendation of Commission Members**

- We were very lucky to work with such a diverse and talented commission.
- Many of the members have indicated that they would like to stay involved as we begin implementing the recommendations.
- To thank commission members for their service and dedication, certificates signed by the Governor were sent to them.

### **Strategic Plan Update**

During the first year that I was here, we did a lot of listening and a lot of planning. I'm very happy to let you know that we are moving forward and implementing programs and ideas that our customers – including you (board members) told us were important.

### **Conversion to ASA**

- One of the first teams that we chartered was the ASA system customer team. I am very happy to let you know that this project is in its final stages of implementation. The system will go live on Monday, April 12. MDHE staff have worked very hard to make this conversion a success.
- We have used another company for guarantor servicing for 17 years. After a formal bid process last year, we awarded the bid for guarantor servicing to ASA, the oldest guarantor in the country. We turned to our customers and asked them what features they would like in a new system. We have worked very hard to ensure that these features are included on the system. Although we were not able to get all of the features included in the first release, they are scheduled to go live in the next few months.
- We are very excited about our new system and our relationship with ASA. It will allow us to offer real-time guarantees for schools. Previously schools had to wait overnight to receive a loan guarantee.

### **Web Site Redesign Team**

- The web site redesign team presented their recommendations last September to Senior Staff. The Communications and Customer Assistance Group are turning those recommendations into reality.
- The new web site will be broken into various customer portals, which will make finding information easier.
- The staff is targeting July 2004 to roll-out the web site.

- It's also important to note that MOREnet provides 24-hour monitoring of its servers, a service that we do not have the capability to do in-house.

#### **State Program Award Delivery Process Team**

- One of the projects that the department is focusing on this year is improving the grants and scholarships award process.
- The project was chartered in February.
- The team is currently being finalized and will begin its work as soon as possible.

#### **Financial Literacy Team**

- The financial literacy team was chartered in January and the team has been formed.
- There is definitely a need for a project such as this, as is evident by all of the articles that we are seeing in newspapers lately about students being uninformed about financial aid and their financial options to pursue higher education.
- Team members who will be working on this very important project include MDHE staff, financial aid staff from Lincoln University, and a representative from the Department of Elementary and Secondary Education.
- The team will begin its work in May. It was decided to postpone this team because many of the MDHE staff team members were involved with the ASA conversion.

#### **Promoting Institutional Adoption of Quality Principles**

- Work in the area of quality improvement at institutions continues to progress.
- We are in the process of scheduling a day-long facilitated work session for both public and private institutions to develop strategies for implementing quality principles into the institutions' daily operations.
- Additionally, a one-day workshop co-hosted by MDHE and the University of Missouri is scheduled for May 18. Dr. Massey will facilitate this session which will focus on redesigning the department's requirements for review of existing programs at public four-year institutions.
- Later in the board meeting we will talk about the annual report.

#### **Involvement in Proposals During Legislative Session**

- This session, we have begun working to apply CBHE principles and priorities to legislative proposals outside the CBHE budget and policy process.
- Life Science bonding proposal
- UM-NWMSU Merger
- CBHE policy should be developed following review of legislative session activities.

**Lake Ozark Community College Election Results**

- The proposition was voted down 63% to 37% by residents of the lake area on April 6, 2004.